



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**US Xchange of Illinois, L.L.C.**  
**Choice One**  
**Choice One Communications**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.26	3.30	3.46	3.34
B. Operator Answer Time - Information [730.510(a)(1)]	2.04	2.04	2.13	2.07
C. Repair Office Answer Time [730.510(b)(1)]	38.00	51.00	33.00	40.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	38.00	51.00	33.00	40.67
E. Percent of Service Installations [730.540(a)]	83.33% *	87.50% *	76.92% *	81.82% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	92.00% *	96.00%	77.00% *	90.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.90	3.30	2.90	2.70
H. Percent Repeat Trouble Reports [730.545(c)]	11.36%	6.12%	2.56%	6.81%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

"Percent of service installations" does not account for customer-requested delays. "Number of installations after X business days" is based on days from loop delivery by ILEC.



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